

**NCAAB/ Council on Aging
Cable Ascertainment Public Meeting Notes
March 22, 2005**

Need more programming Choices - Sports, education

Community Access Studio:

- Want more choices/quality
- Training/workshops
- Question on studio location/contact – Public does not know where the studio is or how to contact it.
- Hard to get access

Want community participation in programming – Want repeat of important programs

Want more program options- commercial movies, love stories, music, get rid of channel 59 (AMC)

-Rate – It is now more money for fewer channels

-Want senior discounts

-Charter offers better choice for money

-Wants data on Comcast revenues from Northampton

-Jeff does good job, but not in Northampton during posted studio hours

-Want deep dish and free speech programs

-Need fully equipped studio at Northampton High School

-Need production training staff

-Democracy Now in evening or late afternoon (6-10pm)

-Antenna is faulty in bad weather (at studio)

-Regular 10pm show is good

-Need education on how to get programs on

-Need more channel 15 advertising for program schedule, i.e. Gazette and bulletin board (access station)

-Unhappy about programs and package deals--\$42/mth for 60 channels. Only use 11 or fewer. Packages should be grouped by program interest/topic.

-No competition in Northampton cable.

-Pricing structure

- Basic is bare minimum
- Want ability for HBO/STAR video for lower price
- Minimal services and movie channel at reasonable rate-cheaper to rent videos

-Decibel level increases dramatically during commercials-Technical problem. If this is not a regulatory violation, make it so.

-Local Access- some programs bad – Community should decide what programs we want and develop them.

-Need a staff program director

-Want more news/political programs

-Reception is poor on some stations- especially in the evening

- The elderly like the Lifetime channel but lots of repeat programs. Need more variety and less violence

-Other towns have rate discounts for elders - How can FCC pick and choose? 15\$ basic package in Shelburne

-Need more children's programs at better times- late afternoon

-List of towns in MA offer a senior discount will be provided. Comcast has said we did not negotiate a senior rate. We need to do this in new contract.

-Stations have been removed and not replaced with no rate reduction.

-Too many commercials

-FOI- copies of other contracts with other communities

-Seniors isolated and homebound and TV is important- better to have tiered choice of programs

-Good customer service- receptive, pleasant to talk to, helpful.

-Jeff is a good studio representative

- Greenfield has great community access studios/programs- need a better location and access and programs in Northampton.
- Need a better facility for programming and more staff
- Comcast has said that Northampton does not give a Senior discount
- Need affordable cable for seniors-housebound. It is important to seniors in Northampton
- COA requests upgrade of I-Loop for senior use in office for Internet and city broadcasting of meetings, etc.
- Consider change to another cable company
- Need better notice for cable hearings
- Gazette no longer lists cable access program schedules for local towns- but too much space now
- Negotiate a shorter contract - Max term is 10 years; 3 years is average/normal?
- Publicize the cable access Bd. members and contact info for further input
- Too many reruns
- Can negotiate channels but not programs- need packaging of channels
- Next COA newsletter will ask for written input
- Cable access channel should be a greater community resource for all citizens

Notes Prepared By:

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